



MEMORANDUM

Date: October 27, 2003
To: All RESD STAFF
From: Department of General Services
Real Estate Services Division
707 Third Street, 6th Floor, West Sacramento, CA 95605
Subject: 2003 CUSTOMER SATISFACTION SURVEY

We've been asking our customers to tell us what they think of our services, and they have responded with positive marks. Attached please find the Real Estate Services Division's 2003 Customer Survey. In it you will see significant increases in overall customer satisfaction. RESD employees were cited as courteous and knowledgeable, providing good overall customer service to our client agencies.

Congratulations! I believe this customer feedback speaks directly to the high quality of professionalism we all strive for here in RESD.

This is an important first step in our quest to "thrill" our customers. To be sure, we are headed in the right direction and continue to improve in service delivery. With much work still to be done, the survey also points out where we need improvement, such as in the areas of being on time and on budget.

I wish to thank the DGS Management Services Division's Research Planning and Measurement Office, and the RESD Customer Account Management Branch, for their contributions to this document.

Most of all, thank you, the employees of RESD, for the improvement in our survey scores, for your continued dedication during these difficult budgetary times, and for your public service to our state government.

Sincerely,

Kenn Kojima, Deputy Director
Real Estate Services Division